USER GUIDE

Cisco Small Business

IP Phone Model SPA92X, SPA94X, and SPA962

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1

Getting Started

This document describes how to use your SPA 9x2 phone. It contains the following chapters:

- Chapter 1—Getting Started (this chapter)—Gives a description of this book and an overview of the Cisco SPA9000 Voice System IP Phones.
- Chapter 2, “Installing Your Phone”
- Chapter 3, “Using Basic Phone Functions”
- Chapter 4, “Using Advanced Phone Features”
- Chapter 5, “Using the Web Interface”
- Chapter 6, “Using the SPA932 Attendant Console”
- Chapter A, “Additional Information”
- Chapter B, “Where to Go From Here”

Overview of the Cisco SPA9000 Voice System IP Phones

The Cisco SPA IP Phones are full-featured VoIP (Voice over Internet Protocol) phones that provide voice communication over an IP network. The phones have traditional features, such as call forwarding, redialing, speed dialing, transferring calls, conference calling and accessing voice mail. Calls can be made or received with a handset, headset or over a speaker.

NOTE: If you are calling phones located outside your IP network, you will need an Internet Telephony Service Provider (ITSP) to provide VoIP service. You may also need additional equipment provided by your ITSP.

IP phones also have special features not available in traditional phones. The Cisco SPA IP phones contain Ethernet ports, or ports that allow them to be linked to the computer network. Some models have additional Ethernet ports that allow a computer to be connected to the network through the IP phone.

Unlike traditional phones, Cisco SPA IP phones require a separate power source. Some models use power adapters, and others can use Power over Ethernet (PoE). This means the phone can be connected to a switch that provides PoE to the phone, and does not require a separate power source.

The following table shows the Cisco SPA IP phones currently available and their respective features:

Cisco SPA IP Phones

Model	Number of Voice Lines	Number of Ethernet Ports	PoE Support	Display
SPA901	1	0	N	None
SPA921	1	1	N	Backlit 128 x 64 with screen saver and customizable logo and background picture.
SPA922	1	2	Y	
SPA941*	2-4	1	N	
SPA942	2-4	2	Y	
SPA962	6	2	Y	Color 320 x 320 with screen saver and customizable logo and background picture. Also provides customizable photo album.

*The SPA941 and SPA942 provide support for 4 lines starting with firmware release 5.2. To enable the four-line capacity, upgrade your SPA IP phone according to the instructions provided in the "Upgrading Your Phone's Firmware" section on page 22.

SPA921/922 IP Phone

SPA922 IP Phone

The SPA922 provides Power over Ethernet (PoE) and an extra Ethernet port for connecting another device to the local area network. The PA-100 power supply must be ordered separately if you are not connecting the phone to a PoE source. The SPA921 is similar but does not support PoE (a PA-100 power supply is included with the SPA921).

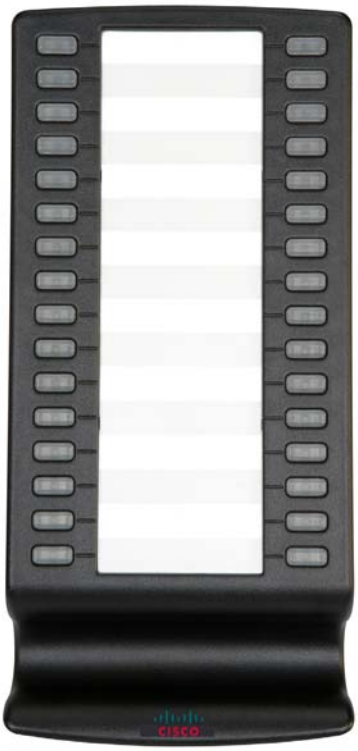
SPA941/942 IP Phone

The SPA942 provides Power over Ethernet (PoE) and two Ethernet ports for connecting another device to the local area network. The PA-100 power supply must be ordered separately if you are not connecting the phone to a PoE source. The SPA941 is similar but does not support PoE (a PA-100 power supply is included with the SPA941).

SPA962 IP Phone

The SPA962 has a 320 x 240 true color, four-inch, LCD screen, provides up to six telephone extensions, and supports PoE. The PA-100 power supply must be ordered separately if you are not connecting the phone to a PoE source.

SPA932 Attendant Console



The SPA932 is a 32-button attendant console for the SPA962 or SPA525, providing 32 three-color (red, green, and amber) programmable LEDS, with support for Broadsoft Busy Lamp Field and Asterisk Line Monitoring. The SPA932 attaches to the SPA962 or SPA525 with the attachment arm provided (not shown). It obtains power directly from the SPA962 or SPA525 and does not require a separate power supply. Two SPA932 units can be attached to a single SPA962 or SPA525 to monitor a total of 64 separate lines. For more information on the SPA932, see Chapter 6, "Using the SPA932 Attendant Console."

Caring for Your Phone

The Cisco SPA IP phones are electronic devices that should not be exposed to excessive heat, sun, cold or water. To clean the equipment, use a slightly moistened paper or cloth towel. Do not spray or pour cleaning solution directly onto the hardware unit.

2

Installing Your Phone

This chapter describes how to install and connect your Cisco SPA IP Phone. It contains the following sections:

- Before You Begin, page 13
- Connecting the Handset, page 13
- (Optional) Attaching the Desk Stand, page 15
- (Optional) Mounting the Phone to the Wall, page 15
- Connecting Your Phone's Power, page 19
- Connecting Your Phone to the Computer Network, page 20
- Verifying Phone Startup, page 21
- Upgrading Your Phone's Firmware, page 22
- Connecting the SPA932 Attendant Console to the SPA962, page 24

Before You Begin

Before you install and connect your phone, verify with your System Administrator (if applicable) that the network is ready for the phone, read the safety notices, and make sure you have all the phone parts and documentation available.

NOTE: The RJ-11 port marked “AUX” is reserved for connection with the SPA932 Attendant Console that works with the SPA962. It is not for use as a telephone line port.

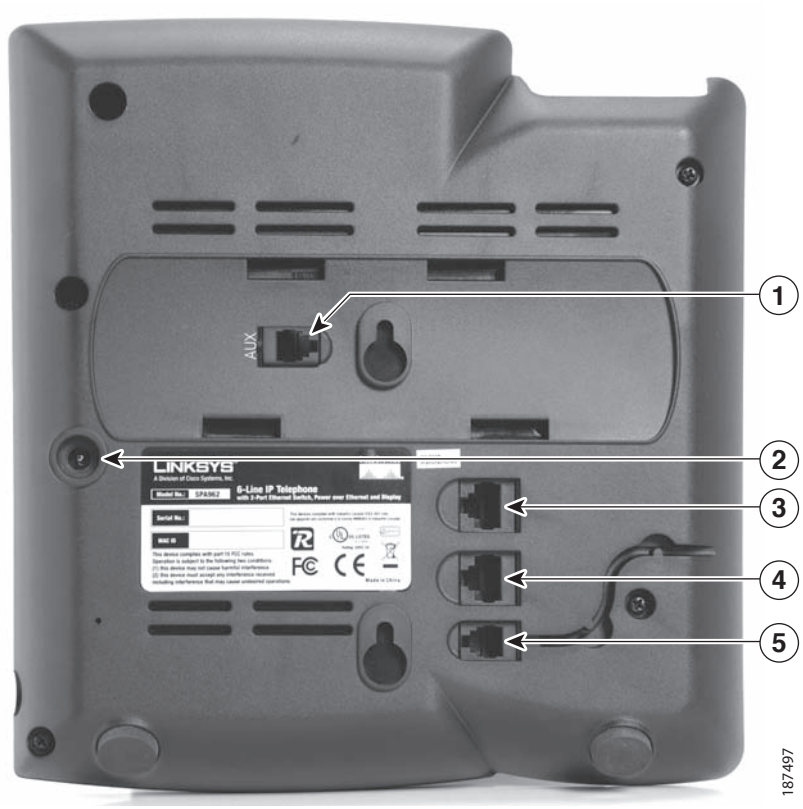
CAUTION: Do not plug a telephone line cord into the port marked “AUX.”

Connecting the Handset

STEP 1 Find the end of the coiled phone cord that has the longer straightened end. Plug that end into the back of the phone base in the slot marked with a phone symbol. This port is labeled #5 on the Cisco SPA IP Phone Connections graphic.

STEP 2 Plug in the short straightened end of the handset cord into the jack at the bottom of the handset (not shown).

Figure 1 Cisco SPA IP Phone Connections



Number	Description
1	Auxiliary port. For use only with the SPA932 Attendant Console.
2	Power port.
3	Additional Ethernet port (available on certain models).
4	WAN port. Connects the phone to the Ethernet switch.
5	Handset port.

(Optional) Attaching the Desk Stand

NOTE: Do not attach the desk stand if you want to mount the phone to the wall. If you are attaching a SPA932 attendant console attach the console before attaching the desk stand.

STEP 1 Line up the tabs on the desk stand with the slots on the back of the phone.

STEP 2 Slide the bottom tabs into the slots

STEP 3 Lightly press down on the top of the desk stand. It should easily slide into the top slots. Do not force.

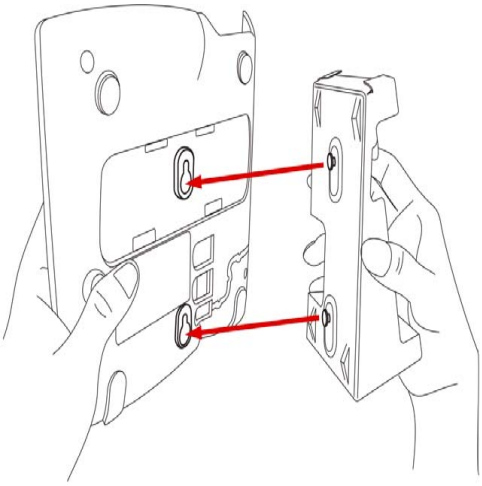
Figure 2 IP Phone with Desk Stand Attached

(Optional) Mounting the Phone to the Wall

To mount the phone to the wall, you must purchase the MB100 wall mount bracket kit.

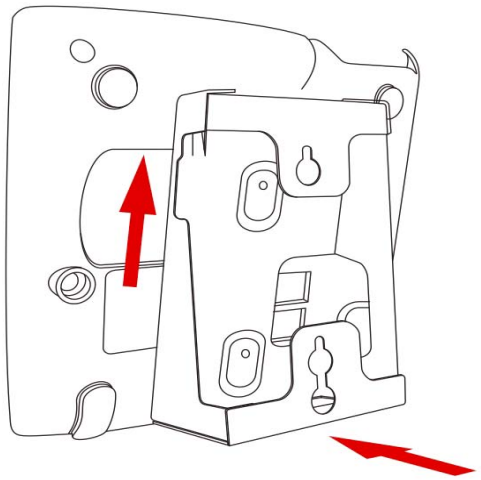
Figure 3 MB100 Wall Mount Kit

STEP 1 To attach the Mounting Bracket (MB), align the two cleats on the MB with the holes in the phone's base.

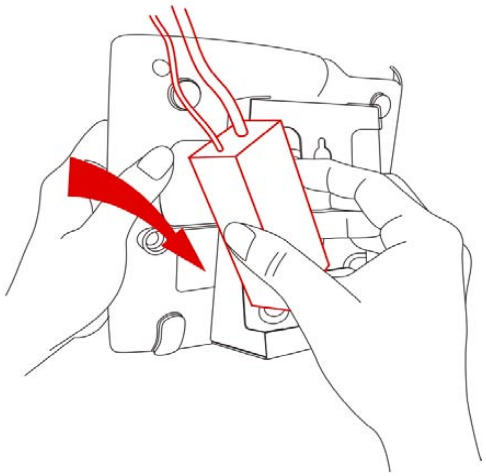


STEP 2 Orient the MB such that the phone's Ethernet and handset ports are accessible after installation.

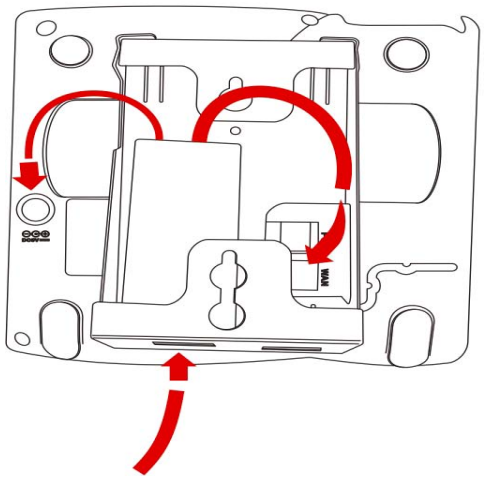
STEP 3 Push the MB onto the phone's base. Slide the MB upwards to lock it in place.



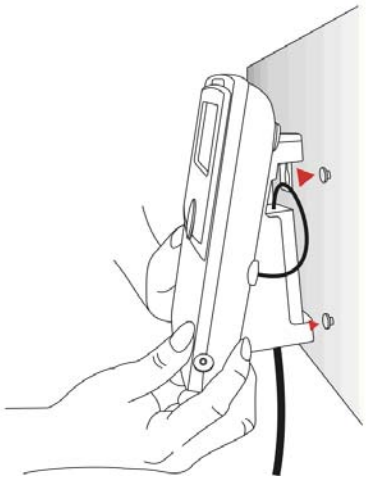
STEP 4 (Optional) If a Wi-Fi or PoE dongle is installed, place in the tray.



STEP 5 Plug in the Ethernet and power cables.



STEP 6 Hang onto screws mounted in the wall.



Connecting Your Phone's Power

If you are using an external power source, push the power cord into the power supply, and plug the power supply into the phone base. See the Cisco SPA IP Phone Connections graphic, item, #2.

NOTE: The SPA922, SPA942, and SPA962 models do not ship with a power supply. If you are not using Power over Ethernet (PoE), you must order the PA-100 power supply separately from Cisco.

If you are using Power over Ethernet (PoE) to power the phone, the phone will receive power when you connect an Ethernet cable from the phone's WAN port to a switch in your network that provides PoE. See the "Connecting Your Phone to the Computer Network" section on page 20.

NOTE: If you are connecting your phone to a Wireless-G network using the Cisco WBP54G, see the "Connecting the Phone to the Wireless Network" section on page 20.

Connecting Your Phone to the Computer Network

You connect your phone to the local network by using an Ethernet cable:

STEP 1 Plug the Ethernet cable into the back of the base station into the slot marked "WAN." This port is labeled #4 on the Cisco SPA IP Phone Connections graphic.

STEP 2 Plug the other end of the Ethernet cable into the appropriate device on your network, such as a network switch.

NOTE: The SPA922, SPA942, and SPA962 models provide a second Ethernet port. You can connect a PC to this port to provide network access to the PC. This port is labeled #3 in the Cisco SPA IP Phone Connections graphic.

Connecting the Phone to the Wireless Network

You can use the Cisco WBP54G Wireless-G Bridge for Phone Adapters to connect the SPA92X, SPA94X, or SPA962 phones to a Wireless-G network instead of the wired local network.

NOTE: This procedure requires the optional Cisco SPA9000 Voice System IP Phone PA-100 power adapter to provide power to the WBP54G.

To connect your phone to the Cisco WBP54G:

STEP 1 Configure the Cisco WBP54G using the Setup Wizard. See the instructions in the *Wireless-G Bridge for Phone Adapters Quick Installation Guide*, available at www.cisco.com/go/smallbiz.

STEP 2 During the Setup Wizard process, connect the Ethernet network cable of the WBP54G to the back of the IP phone base station into the slot marked "WAN." This port is labeled #4 on the Cisco SPA IP Phone Connections graphic.

Connect the power cable of the WBP54G to the power port on the IP phone base. See the Cisco SPA IP Phone Connections graphic, item #2.

STEP 3 Plug the Cisco SPA9000 Voice System IP Phone power adapter into the power port of the WBP54G.

STEP 4 Plug the other end of the Cisco SPA 9000 Voice System IP Phone power adapter into an electrical outlet.

Verifying Phone Startup

After receiving power and network connectivity, the phone executes a boot-up sequence. During this sequence, the display will first show **Cisco®** and then "Initializing Network". All of the lights on the phone will flash. After the sequence, which should take about five seconds, the phone will display the standard menu for the phone. The date, name and number of the phone will display on the top line of the LCD screen. At the bottom of the LCD screen, softkeys are displayed over their associated soft buttons.

If the phone does not provide this screen, confirm your installation and connections. If these are correct, try unplugging the phone and plugging it back in again. If you still don't see the display, then contact your Phone Administrator or Internet Telephony Service Provider (ITSP).

Upgrading Your Phone's Firmware

Your phone ships with pre-installed firmware. However, later firmware versions may be available that add features and fix problems with your phone. You may need to upgrade your phone to the latest firmware for ideal performance.

IMPORTANT: If you are using your phone with an Internet Telephony Service Provider's system, **do not upgrade your phone's firmware without consulting your service provider.** Your provider may automatically upgrade your phones without any action on your part necessary.

To upgrade your phone's firmware, do one of the following:

- Download the firmware from the Cisco website and install it from your PC. See the following section for instructions.
- Upgrade using the Cisco SPA9000 Voice System Setup Wizard (if your phone is part of a Cisco SPA9000 Voice System network). See the *Cisco SPA9000 Voice System Setup Wizard User Guide*.

Download the Firmware

Go to www.cisco.com/go/smallbiz to download firmware.

Get Your Phone's IP Address

Before you upgrade, you'll need the IP address of the phone you are upgrading. To get your IP address:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Network** and press **Select**.

STEP 3 Scroll to view **Current IP**. This is the IP address of your phone.

Install the Firmware

STEP 1 Extract the firmware onto your PC.

NOTE: If you are in a VPN connection, you may need to disconnect before proceeding so that your PC can communicate directly with your phone for the upgrade.

STEP 2 Run the executable file for the firmware upgrade (for example, double click **upg-spa942-5-2-8.exe**).

STEP 3 Click **Continue** after reading the message regarding upgrading and your service provider.

STEP 4 Enter the IP address of your phone.

STEP 5 Click **OK**. The system displays information about your phone's current software and hardware.

STEP 6 Click **Upgrade** to begin the upgrade.

NOTE: Do not disconnect your phone's power until the upgrade is complete (the lights on your phone are no longer blinking).

STEP 7 Click **OK** to dismiss the status message of the upgrade.

Connecting the SPA932 Attendant Console to the SPA962

To connect the SPA932 Attendant Console to the SPA962, you need the following:

- SPA932 Attendant Console
- Attachment Arm
- Two (2) Attachment Arm Screws
- Auxiliary Cable
- Desktop Stand

Connecting a Single SPA932

STEP 1 Turn both the SPA962 and SPA932 face down.

STEP 2 Align the hole in the SPA962 alignment recess with the hole on the attachment arm.

STEP 3 Using the attachment arm screw, secure the attachment arm to the SPA962.

STEP 4 Align the hole in the SPA932 alignment recess with the hole on the attachment arm.

STEP 5 Using the attachment arm screw, secure the attachment arm to the SPA932.

IMPORTANT: Do not plug a telephone line cord into an AUX port. Use only the auxiliary cable provided with the SPA932.

STEP 6 Locate the AUX IN port on the back of the SPA932. Connect one end of the auxiliary cable to this port.

STEP 7 Locate the AUX port on the back of the SPA962. Connect the other end of the auxiliary cable to this port.

STEP 8 Route the auxiliary cable inside the cable relief channel in the SPA932.

STEP 9 Attach the appropriate desktop stand to each unit. The SPA932 is powered via the auxiliary cable with the SPA962. No additional power source is required.

Connecting an Additional SPA932

NOTE: A maximum of two SPA932 Attendant Consoles can be connected to a SPA962.

STEP 1 Align the hole in the first SPA932 alignment recess with the hole on the attachment arm.

STEP 2 Using the attachment arm screw, secure the attachment arm to the first SPA932.

STEP 3 Align the hole in the second SPA932 alignment recess with the hole on the attachment arm.

STEP 4 Using the attachment arm screw, secure the attachment arm to the second SPA932.

IMPORTANT: Do not plug a telephone line cord into an AUX port. Use only the auxiliary cable provided with the SPA932.

STEP 5 Locate the AUX OUT port on the back of the first SPA932. Connect one end of the auxiliary cable to this port.

STEP 6 Locate the AUX IN port on the back of the second SPA932. Connect the other end of the auxiliary cable to this port.

STEP 7 Route the auxiliary cable inside the cable relief channel.

STEP 8 Attach the appropriate desktop stands to each unit. The SPA932 is powered via the auxiliary cable with the SPA962. No additional power source is required.

3

Using Basic Phone Functions

This chapter describes your phone's lines and buttons and provides instructions on using your phone's basic functions. It includes the following sections:

- Understanding Your Phone's Lines and Buttons, page 31
- Using the Keypad and Buttons with Menus, page 37
- Entering Numbers and Text in Fields, page 37
- Adjusting Call Volume and Muting, page 40
- Placing or Answering a Call, page 41
- Putting a Call on Hold, page 42
- Resuming a Call, page 42
- Ending a Call, page 42
- Transferring Calls, page 42
- Redialing, page 44
- Viewing and Returning Missed Calls, page 44
- Turning the Missed Calls Shortcut On and Off, page 45
- Forwarding Calls, page 45
- Setting Do Not Disturb, page 48
- Turning Call Waiting On and Off, page 49
- Picking Up a Call, page 50
- Parking a Call, page 50
- Placing a Three-Way Conference Call, page 51
- Using the Phone Directories, page 52
- Using the Call History Lists, page 54

- Setting or Changing a Phone Password, page 56
- Accessing Voicemail, page 56

Understanding Your Phone's Lines and Buttons

All SPA IP phones have the same basic buttons and components. Only the SPA922 has no line buttons, because it has only one voice line. You can use the following graphic and table to identify the parts of your phone.

Figure 1 SPA IP Phone Components

Table 1 IP Phone Components

#	Phone Feature	Description
1	Handset	Pick up to answer or place calls.
2	Message Waiting Indicator	When lit: ■ **Red**—You have a new voice mail message. ■ **Flashing Red**—You have an incoming call.
3	LCD Screen	Your phone may vary, but typically displays: ■ Date and time ■ Phone station name ■ Line extensions ■ Softkey options ■ Startup logo, screen saver, background photo, and photo album (SPA962)
4	Line keys	(not available on SPA92x) Indicates phone line status. Your phone may vary, but typically, when lit: ■ **Green**: Line is idle. ■ **Red** (steady): Line is active or in use. ■ **Red** (blinking): Line is on hold. ■ **Orange**: Line is unregistered (cannot be used).
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
6	Navigation button	Press in each direction to scroll through items shown on the LCD screen.
7	Keypad	Use to dial phone numbers, enter letters, and choose menu items.
8	Messages button	Press to access voice mail (must be set up by your phone administrator).
9	Hold button	Push to place a call on hold.

Table 1 IP Phone Components

#	Phone Feature	Description
10	Setup button	Press to access the phone's configuration menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding).
11	Mute button	Push to mute or unmute the phone. When phone is muted, the button lights red.
12	Volume button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off hook), or ringer volume (when the handset is on hook).
13	Headset button	Push to turn the headset on or off. When the headset is on, the button lights green.
14	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button lights green.

Softkey Buttons

The softkey buttons perform the actions shown on the label on the LCD screen above. The softkey buttons available on your phone may vary depending on your phone system. For the SPA9XX phones, use the right navigation button to scroll and view additional softkey buttons. Softkey buttons that may be available are described below.

Table 2 Typical SPA IP Phone Softkey Buttons

Button	Function	For More Information
<<	Moves backward a single character without deleting.	n/a
>>	Moves forward a single character without deleting.	n/a
Add	Adds a new item (for example, a new directory entry).	n/a

Table 2 Typical SPA IP Phone Softkey Buttons

Button	Function	For More Information
Alpha	In some menus, you need to press this if you are editing a field that will contain characters (for example, a speed dial).	n/a
BXfer	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)	Transferring Calls, page 42
Call Rtn/lcr	Returns the last missed call by dialing the number that called you.	n/a
Call Rtn/lcr	Returns the last missed call by dialing the number that called you.	Viewing and Returning Missed Calls, page 44
Cancel	Cancels the action and returns to the previous LCD screen.	n/a
Change	Opens a menu so that you can change the properties for an item (for example, change a ring tone).	n/a
Clear	Deletes an entire text/ number field.	n/a
Clr DND/-dnd	Clears Do Not Disturb.	Setting Do Not Disturb, page 48
Conf	Initiates a conference call.	Placing a Three-Way Conference Call, page 51
Copy	Using the navigation button, highlight an item and press Copy to copy the item you highlighted.	n/a
DelChar/delChr	Deletes the last number or letter.	n/a
Delete	Deletes an entire item (for example, a number from the Call History list).	n/a

Table 2 Typical SPA IP Phone Softkey Buttons

Button	Function	For More Information
Dial	Press to dial a number.	n/a
Directory/dir	Access your personal and corporate phone directory.	Using the Phone Directories, page 52
DND	Do Not Disturb; prevents incoming calls from ringing your phone.	Setting Do Not Disturb, page 48
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.	n/a
EditDial	Edits a number before dialing.	n/a
Forward/cfwd	Forwards calls coming to your phone.	Forwarding Calls, page 45
GrPickup/grPick	Allows you to pick up (answer) a call at a ringing extension in your group.	Picking Up a Call, page 50
IP	In some menus, you need to press this if you are editing a field that will contain an IP address (for example, a speed dial).	n/a
More	Access additional softkeys.	n/a
Num	In some menus, you need to press this if you are editing a field that will contain a numeric value (for example, a speed dial).	n/a
Option	Enters a sub-menu and when pressed multiple times, shows all of the choices in that sub-menu. (For example, in the Preferred Audio Device menu, shows "Speaker" and "Headset."	n/a

Table 2 Typical SPA IP Phone Softkey Buttons

Button	Function	For More Information
Park	Parks a call at a designated "park" number. The call is active until you unpark it, or the caller disconnects. Must be configured by your Phone Administrator.	Parking a Call, page 50
Paste	Using the navigation button, highlight an item and press Paste to place the item you copied.	n/a
Pickup	Allows you to pick up (answer) a call at an identified extension.	Picking Up a Call, page 50
Play	Plays an item (for example, a ring tone).	n/a
Redial	Brings up the list of recently dialed numbers.	Redialing, page 44
Resume	Resumes a call that is on hold.	Resuming a Call, page 42
Save	Saves your changes.	n/a
Select	Selects the highlighted item on the LCD screen.	n/a
Transfer/xfer	Performs a call transfer.	Transferring Calls, page 42
Unpark	Retrieves a parked call.	Parking a Call, page 50
View	Displays more information about a selected item.	n/a
Y/N	Enters a submenu and when pressed, toggles between **Yes** or **No** to enable or disable an option.	n/a

Using the Keypad and Buttons with Menus

You press a softkey button or other buttons to enter menus on the LCD screen.

Using Keypad Shortcuts

Use the keypad to enter the number of the menu or sub-menu item. For example, to reach the Call History menu on the SPA962, press the **Setup** button and dial **3**.

Different SPA IP Phone models may have slightly different menus and options. Therefore, keypad numbers or shortcuts to menus and sub-menus are not given in this manual. Note that these numbers may change in the future with subsequent software releases.

Using the Navigation Button

Use the navigation button to scroll up or down through menu items, then press the **Select** softkey button to choose the highlighted item.

Entering Numbers and Text in Fields

Some fields on the IP phones require you to enter numbers and text using the keypad and/or softkey buttons. In general, the following guidelines apply:

- Use the keypad to enter numbers and characters, pressing the key multiple times to select the correct number or letter.
- Use the **DelChar** softkey button to backspace and delete the last character.
- Use the **Clear** softkey button to remove the entire entry.
- Use the **<<** and **>>** softkey buttons to move back and forth in the entry without deleting characters.

Using Phone Hardware and Accessories

Using the Speakerphone

The SPA IP Phones provide a speakerphone. To use the speakerphone, press the **Speaker** button (the handset can be either on or off hook).

Using Headsets

The SPA IP Phones support headsets from different manufacturers. For the latest supported models, contact your reseller. Additional information can be found at the manufacturer's websites:

http://www.plantronics.com

http://www.jabra.com

Connecting the Headset

Each brand and type of headset may require different steps for connection. Consult the documentation for your particular headset for more information. In general, to connect a headset:

- For wireless headsets: Connect the headset's telephone cord into the telephone port on the back of the SPA IP Phone.
- For wired headsets: Connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone.

Using the Headset with Your IP Phone

NOTE: Steps to use your headset with the SPA IP Phone may vary. Consult the user documentation for your headset for more information.

To use a wired headset, press the **Headset** button on your phone and dial the number to place a call, or press the headset button to answer a ringing call.

To use a wireless headset, lift the receiver off hook before speaking or listening through the headset.

Switching Between the Handset/Headset/Speakerphone During a Call

Any of these audio devices can be used during a call. Only one device at a time can be used.

The handset can be on the hook when using the speakerphone or headset function. If switching from the handset to the speakerphone, make sure the speakerphone or headset light is illuminated before placing the handset back on the hook. (If you are switching from the handset to a wireless headset, however, do not replace the handset or you will disconnect the call.)

Sending Audio to the Phone Speaker

Choosing this option sends audio to the speaker when the handset is lifted.

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Send Audio to Speaker** > **Edit**.

STEP 4 Press **Y/N** to enable or disable the feature.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Choosing Your Preferred Audio Device

This option designates the headset or speaker phone as the preferred audio device when the handset is not used. To choose your preferred audio device:

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Preferred Audio Device** and press **Edit**.

STEP 4 Press **Option** to view your choices. When the option you want is displayed, press **OK**.

STEP 5 Press **Save**.

Adjusting Call Volume and Muting

You can also change call volume settings from your PC using the IP Phone Web Interface. See "Adjusting Audio Volume" section on page 80.

Adjusting Call Volume

To adjust the volume while you are on a call, press **+** on the **Volume** button to increase the volume, or press **-** to decrease the volume. Press **Save**.

Pressing the **Volume** button while not on a call adjusts the volume of the phone's ringer.

Using Mute

To mute the phone microphone, speaker, or headset microphone, press the **Mute** button on the phone. The button lights red. Press the **Mute** button again to unmute.

Placing or Answering a Call

NOTE: You may have to dial a number or numbers to reach an outside line. Ask your system administrator.

To place or answer a call, do one of these:

- Pick up the receiver.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a green line button (to place a call) or a red flashing line button (to answer a call). (Not applicable to the SPA921).

If you are on a call and another call comes in, choose one of the following options:

- Press the **Answer** softkey.
- Press the flashing red line button.

The call in progress is put on hold and the incoming call is answered. To return to the first call, select it using the **Up** or **Down** navigation button and press the **Resume** softkey.

Using Dial Assistance

If dial assistance is enabled, when placing calls, you'll see a list of closely-matched phone numbers on the screen after you begin dialing. If you want to choose one of these numbers:

STEP 1 Use the navigation button to scroll down and highlight a phone number on the LCD screen.

STEP 2 Press **Dial** to complete the call.

See "Enabling Dial Assistance," on page 59 for more information on enabling this feature.

Putting a Call on Hold

To put a call on hold, press the **Hold** button. A series of beeps indicates the call is on hold.

Resuming a Call

To resume the call, press the flashing red line button for the call. If you have multiple calls, all calls are put on hold except the active call.

Ending a Call

To end a call:

- If you are using the handset, hang up.
- If you are using the speakerphone, press the **Speaker** button.
- If you are using the headset, either press the **Headset** button (wired) or replace the receiver (wireless).

Transferring Calls

You can perform two types of transfers:

- Attended—You call the person to whom you are transferring the call and speak to them before transferring the call.
- Blind—You transfer the call without speaking to the other party to which you are transferring the call.

Performing an Attended Transfer

STEP 1 During an active call, press **Transfer**.

STEP 2 Either:

- Enter the number to which you want to transfer the call; or
- Press **Directory** and either choose a number from the personal directory or select the **Corporate Directory**.

STEP 3 Press **Dial** or wait a few seconds. The call is placed on hold and a new line is opened to dial the number.

STEP 4 Do one of the following:

- To transfer the call without waiting for the other person to answer, press **Transfer** after the call begins to ring and hang up. If you hang up before the second call rings, the transfer fails and the first call disconnected. If you misdial, press the line button again to receive a dial tone (not applicable to the SPA921).
- To transfer after speaking privately to the other person, press **Transfer** at any time during the conversation.

Performing an Unattended (Blind) Transfer

STEP 1 During an active call, press **BXfer**.

STEP 2 Enter the number to which you want to transfer the call and press **Dial**. The call is transferred with no further action required on your part.

Redialing

To redial the last number called, press the **Redial** button twice.

To redial another number:

STEP 1 Press the **Redial** button and select the desired number.

STEP 2 (Optional) Press **Edit** to select a number and modify it (for example, to add an area code). When you're done, press **OK**.

STEP 3 Lift the handset or press **Dial** to automatically dial the selected number.

Viewing and Returning Missed Calls

The LCD screen on your IP phone notifies you if a call came in that was unanswered. (You can also turn off this feature - see the "Viewing and Returning Missed Calls" section on page 44.)

To return a missed call:

- If the LCD screen shows a missed call, press the **Call Rtn** button to return the call.
- If the LCD screen does not show a missed call, you can return a call from the Missed Call list:

a. Press the **Setup** button.

b. Select **Call History**.

c. Select **Missed Calls**.

d. Choose the call you want to return and press **Dial**.

NOTE: If the call was from a long distance number, you may have to edit the call before returning it. Press the **Edit** button to edit the call and use the softkey buttons and keypad to edit the number.

To view a list of all missed calls:

- If the LCD screen shows a missed call, press the **Miss** button to view a list of missed calls.
- If the LCD screen does not show a missed call:

a. Press the **Setup** button.

b. Select **Call History**.

c. Select **Missed Calls**.

Turning the Missed Calls Shortcut On and Off

This option controls the Missed Call notification that appears on your LCD screen when you miss a call. To access this option:

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Miss Call Shortcut** and press **Edit**.

STEP 4 Press **Y/N** to enable or disable the feature.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Forwarding Calls

You can forward all calls, forward calls when the phone is busy or forward calls when there is no answer. You can also set call forwarding options from your PC using the IP Phone Web Interface; see the "Configuring Call Forwarding" section on page 76.

To forward calls:

STEP 1 Press the **Setup** button.

STEP 2 Select **Call Forward** and choose the type of call forwarding:

- **CFWD All Number**—Forwards all calls to a single number.
- **CFWD Busy Number**—Forwards all calls to another number when the phone is busy.
- **CFWD No Ans Number**—Forwards calls to another number if there's no answer at your phone.
- **CFWD No Ans Delay**—Number of seconds to delay forwarding calls, if there is no answer at your phone.

Forwarding Calls to a Single Number

STEP 1 In the Call Forward Screen, make sure **CFWD All Number** is highlighted and press the **Edit** button.

STEP 2 Enter a number to which to forward all calls; for example, your voice mailbox, another extension, or an outside line. If forwarding calls to an outside line, be sure to use any access and area codes required.

STEP 3 Press **OK**.

STEP 4 Press **Save**.

Forwarding Calls When Your Phone is Busy

STEP 1 In the Call Forward Screen, make sure **CFWD Busy Number** is highlighted and press the **Edit** button.

STEP 2 Enter “vm” for voice mail, or a number to which to forward all calls; for example, another extension, or an outside line. If forwarding calls to an outside line, be sure to use any access and area codes required.

STEP 3 Press **OK**.

STEP 4 Press **Save**.

Forwarding Calls When You Don't Answer the Phone

STEP 1 In the Call Forward Screen, make sure **CFWD No Ans Number** is highlighted and press the **Edit** button.

STEP 2 Enter "vm" for voice mail, or a number to which to forward all calls; for example, another extension, or an outside line. If forwarding calls to an outside line, be sure to use any access and area codes required.

STEP 3 Press **OK**.

STEP 4 Press **Save**.

Delaying Call Forwarding When You Don't Answer the Phone

STEP 1 In the Call Forward Screen, make sure **CFWD No Ans Delay** is highlighted and press the **Edit** button.

STEP 2 Enter the number of seconds to delay forwarding calls, if there is no answer at your phone.

STEP 3 Press **OK**.

STEP 4 Press **Save**.

Stopping Call Forwarding

To stop forwarding calls:

STEP 1 Press the **Setup** button.

STEP 2 Select **Call Forward**

STEP 3 Choose the type of call forwarding you want to stop and press **Edit**.

STEP 4 Press **Clear**.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Changing the Call Forwarding Delay

To change the forwarding delay:

STEP 1 Press the **Setup** button.

STEP 2 Select **Call Forward**.

STEP 3 Choose **CFWD No Ans Delay**, and press the **Edit** button.

STEP 4 Press **Clear**.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

You can also set Do Not Disturb from your PC using the IP Phone Web Interface; see the "Setting Do Not Disturb" section on page 75.

To set Do Not Disturb, either:

- Press the **DND** softkey. The LCD screen indicates that Do Not Disturb is turned on for your phone; or
- Press the **Setup** button and select **Preferences**. Then:

a. Choose **Do Not Disturb**.

b. Press the **Y/N** button to choose **Yes**.

c. Press **OK**.

d. Press **Save**.

To turn off Do Not Disturb, either:

- Press the **Clr DND** button; or
- Press the **Setup** button and select **Preferences**. Then:

a. Scroll to highlight **Do Not Disturb**.

b. Press the **Y/N** button to choose **No**.

c. Press **OK**.

d. Press **Save**.

Turning Call Waiting On and Off

Call waiting alerts you when you are on a call with a status message and ringing that another call is incoming. If you turn call waiting off, incoming calls do not ring your phone if you are on another call, and the caller hears a busy signal or message. You can also turn call waiting on and off from your PC using the IP Phone Web Interface. See the "Configuring Call Waiting" section on page 76.

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Call Waiting** and press **Edit**.

STEP 4 Press the **Y/N** button to turn call waiting on or off.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Picking Up a Call

You can pick up a call that is ringing at another extension. Depending on the way your phone network is configured, you can pick up a call ringing at any extension, or you may have a group of phones configured where members of the group can pick up a call ringing at any group member's phone.

To pick up a call ringing at an extension in your group:

STEP 1 Press the **GrPickup** softkey. The phone displays any extensions in the group that have ringing calls.

STEP 2 Choose the call you want to pick up and press **Dial**.

To pick up a call ringing at any extension:

STEP 1 Press the **Pickup** button.

STEP 2 Enter the extension number of the phone from which you are picking up the call and press **Dial**.

STEP 3 Press **Dial** again.

Parking a Call

You can "park" a call on a designated line so that another person in your company can pick up the call. The call is active until it is "unparked" or the caller hangs up.

To park a call:

STEP 1 While on an active call, press the **Park** button.

STEP 2 Enter a number to identify the park line and press **Dial**. The park line number does not correspond with an actual phone extension number, and you can pick any easily-remembered number. The call is then parked on that line, and the caller hears "on hold" music or messages.

STEP 3 You or another person must then “unpark” the call.

To unpark a call, you can either use the Unpark button (if you know the park line number), or view a list of parked calls and unpark it from the list.

To unpark if you know the park line number:

STEP 1 Press the **Unpark** button.

STEP 2 Enter the number identifier of the park line (for example, the number that was entered in Step 2 of “parking a call.”)

STEP 3 Press **Dial**. The call is picked up on your phone.

To view a list of parked calls (and unpark from the list):

STEP 1 Press the **Setup** button.

STEP 2 Select **Call Park Status**.

STEP 3 Choose the parked call you want to retrieve and press **Unpark**.

Placing a Three-Way Conference Call

To initiate a conference call:

STEP 1 Press the **Conf** button during an active call. The first call is placed on hold, a second line is opened., and you hear a dial tone.

STEP 2 Dial the second person’s telephone number.

STEP 3 Press the **Conf** button again. All three parties are connected in the conference call.

When you hang up, the other two parties are disconnected.

Using the Phone Directories

The SPA IP phones provide several different types of phone directories, depending on the phone model and what the system administrator has set up for the company.

In general, the phones provide the following types of directories:

- Personal Directory—The personal directory provides a place for you to store and view frequently dialed numbers. You can also dial numbers from the directory.
- Corporate Directory—The corporate directory lists the phones and extension numbers in your company. Depending on your phone network configuration, you may have the following directories available:
  - Corporate Directory (LVS)
  - Directory using Lightweight Directory Access Protocol (LDAP)

Using Your Personal Directory

To access the Phone Directory, press the **Directory** softkey, or press the **Setup** button and select **Directory**.

You can also view and edit the directory from your PC using the IP Phone Web Interface. See the "Using Your Personal Directory" section on page 77.

To add a new entry to the directory:

STEP 1 In the Directory screen, when New Entry is selected, press the **Add** button.

STEP 2 Use the keypad to enter the name of the directory entry. Press the number key multiple times to move to a different letter under that number. (For example, to enter "Mary," you would press **6** and then pause (for M); press **2** and then pause (for A), press **7** three times rapidly (for R), then press **9** three times rapidly (for Y). Use the **<<** button to delete letters, or the **Clear** button to clear the entire name. When finished with the name, use the navigation button to go down to the Number field.

STEP 3 Enter the phone number, including any digits you must dial to access an outside line and the appropriate area code, if necessary.

STEP 4 (Optional) To change the ring type for the caller:

a. Press the **Option** button.

b. Scroll through the available ring types.

c. Press the **Play** button to play the selected ring tone or the **Select** button to assign that ringtone to the person whose number you are adding to the directory.

STEP 5 Press **Save** to save the entry.

Using the Corporate Directory

NOTE: Depending on your Internet Telephony Service Provider or corporate network setup, you may not have a corporate directory available to you.

To use the corporate directory:

STEP 1 Press the **Directory** softkey, or press the **Setup** button and select **Directory**.

STEP 2 Select **Corporate Directory**.

STEP 3 Choose and entry and press the **Dial** button. Press **Cancel** to exit.

To use the Lightweight Directory Access Protocol (LDAP) directory:

STEP 1 Press the **Directory** softkey, or press the **Setup** button and select **Directories**.

STEP 2 Scroll to the **LDAP Directory** and press **Select**.

STEP 3 Choose the type of search to perform and press **Select**:

- Simple Search: Enter a last name and press **Search**. A first name may be required if too many results are found for the last name.
- Advanced Search: The fields available in advanced search depend on your system configuration. Enter information into the fields and press **Search**.

STEP 4 In the results, press **Dial** to dial the contact, or choose one of the other options.

Using the Call History Lists

You can also view the Call History Lists from your PC using the IP Phone Web Interface. See the "Viewing Call History Lists" section on page 78.

Viewing the Call History Lists

To view the Call History lists:

STEP 1 Press the **Setup** button.

STEP 2 Select **Call History**.

STEP 3 Select the Call History list you want to view. Available Call History lists are:

- **Redial List**—Shows the last 60 numbers dialed from your phone.
- **Answered Calls**—Shows the caller ID of the last 60 answered calls.
- **Missed Calls**—Shows the last 60 missed calls.

Calling from the Call History Lists

To dial a number from one of the Call History lists:

STEP 1 Choose the call.

STEP 2 Press **Dial**.

NOTE: If the call was from a long distance number, you may have to edit the call before dialing it. Press the **Edit** button to edit the call and use the softkey buttons and keypad to edit the number.

Deleting a Number from the Call History Lists

STEP 1 In the Redial, Answered Calls, or Missed Calls list, choose the call.

STEP 2 Press **Delete**.

STEP 3 Press **OK**.

Saving a Call History List Number to Your Directory

STEP 1 In the Redial, Answered Calls, or Missed Calls list, choose the call.

STEP 2 Use the navigation button to scroll to the right to access more softkey button options, and press **Save**.

STEP 3 Edit the information (if desired) and press **Save** again. The entry is added to your directory.

Setting or Changing a Phone Password

You can set or change the password for your phone to prevent unauthorized use. To set a password for your phone:

STEP 1 Press the **Setup** button.

STEP 2 Select **Set Password**.

STEP 3 Enter a numeric password. Enter the same password twice.

STEP 4 Press **Save**.

Accessing Voicemail

To access voicemail, press the **Messages** button on your phone. Your system administrator should configure your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system.

If you need to change the number for your voicemail (for example, if your phone is not part of a Cisco SPA9000 Voice System and you have external voicemail), perform the following steps:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to Scroll to **Voice Mail** and press **Select.**

STEP 3 Enter the number to dial for voicemail. For a Cisco SPA9000 Voice System, this is normally “vmm.” For an external system, enter the phone number, including any digits you must dial to reach an outside line.

TIP To clear the field of a previous entry, press **Clear**. To enter letters, press the **Right** navigation button to scroll, then press the **Alpha** softkey.

STEP 4 Press **Save**.

4

Using Advanced Phone Features

This chapter describes how to configure advanced features on your IP Phone. It contains the following sections:

- Configuring Privacy and Security Features, page 58
- Creating Speed Dials, page 60
- Using Speed Dials, page 60
- Using the Paging Feature, page 61
- Monitoring/Accessing Another Phone from Your Phone, page 62
- Customizing Your LCD Screen, page 62
- Using Ring Tones, page 65
- Accessing Stock Quotes, Traffic, and News on Your Phone, page 68
- Configuring Date and Time Parameters on Your Phone, page 68
- Using Star Codes, page 70
- Advanced Procedures for Technical Support Personnel, page 72

Configuring Privacy and Security Features

You can also configure these features using your PC and the IP Phone Web Interface. See "Blocking Caller ID," on page 77 and the "Blocking Anonymous Calls," on page 77.

Blocking Caller ID

You can block Caller ID from your phone so that your phone number will not appear to the person you call.

To block Caller ID:

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Block Caller ID** and press **Edit**.

STEP 4 Press **Y/N** to choose **Yes**.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Blocking Anonymous Calls

Blocking anonymous calls prevents calls with unknown Caller ID from ringing your phone. (For example, if a caller set his phone to not display Caller ID, the call is considered anonymous.) These callers receive a busy signal or message.

To block anonymous calls:

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Block Anonymous Call** and press **Edit**.

STEP 4 Press **Y/N** to choose **Yes**.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Using Secure Call

With the secure call feature, the active call is encrypted so that others cannot eavesdrop. Before enabling Secure Call, ask your service provider if Secure Call is available.

NOTE Your phone must be part of a Cisco SPA9000 Voice Network and your service provider must install a mini-certificate to enable this feature.

To use secure call:

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Secure Call** and press **Edit**.

STEP 4 Press **Y/N** to choose **Yes**.

STEP 5 Press **OK**.

STEP 6 Press **Save**. When you dial, you will hear a tone before the call.

Enabling Dial Assistance

If you enable dial assistance, when you place calls, the LCD will display phone numbers based on the best matched entries in the Directory and Call History lists. To enable dial assistance:

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Dial Preferences** and press **Edit**.

STEP 4 Press **Y/N** to choose **Yes**.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

If dial assistance is enabled, when placing calls, use the navigation button to scroll down, highlight a phone number on the LCD screen, and press dial to complete the call.

Creating Speed Dials

You can configure up to 8 speed dials. Each speed dial can be a phone number, IP address or URL.

You can create and edit speed dials using your PC and the IP Phone Web Interface. See "Creating Speed Dials," on page 79.

To create or edit a speed dial:

STEP 1 Press the **Setup** button.

STEP 2 Select **Speed Dial**.

STEP 3 For a new speed dial, scroll to select an unused speed dial (marked with Not Assigned). To edit a previously existing speed dial, select it.

STEP 4 Press **Edit**.

Using Speed Dials

To call one of your configured speed dial numbers, either:

- Open a phone line and press the number for the speed dial, then press **Dial**.
- Press the **Setup** button, select **Speed Dial,** choose the number, and press **Dial**.

Using the Paging Feature

Your IP phone can automatically answer pages from other Cisco SPA phones in the Cisco SPA9000 Voice System. When your phone is paged, the phone emits a series of beeps, and two-way audio is established between your phone and the phone that called you. You do not have to accept the page.

NOTE Your phone must be part of a Cisco SPA9000 Voice Network to use this feature.

Paging Another Phone

To page another phone, dial *96 plus the extension of the phone you are paging. If the phone you are paging is not set up to auto answer pages, the call will ring as a normal voice call.

Configuring Auto Answer

To configure your phone to auto answer pages:

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Auto Answer Page** and press **Edit**.

STEP 4 Press **Y/N** to choose **Yes**.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Monitoring/Accessing Another Phone from Your Phone

Your system administrator may configure your phone so that you can monitor other user's phones from your phone. If this feature is configured, some line buttons on your phone are assigned to display the status of another user's phone. For example, if your line 4 is configured to display Bob's phone line, the LED color shows you the status of his phone line:

- **Green**: Line is idle.
- **Red** (steady): Line is active or in use.
- **Red** (blinking): Line is ringing.
- **Orange** (solid): Line is unregistered (cannot be used).
- **Orange** (blinking): Line is not configured properly.

In addition, if your system administrator has configured it, you can press the same line button (4) to speed dial Bob's extension, or to pick up a ringing call at his extension.

Customizing Your LCD Screen

You can customize your LCD screen in several ways.

Changing the LCD Screen Contrast

You can also change your LCD screen contrast from your PC using the IP Phone Web Interface. See "Changing the LCD Contrast," on page 80.

To adjust the contrast of the LCD screen:

STEP 1 Press the **Setup** button, scroll to highlight **LCD Contrast**, and press the **Select** button.

STEP 2 Use the navigation button to adjust the screen contrast. Pressing the **Left** navigation button decreases the contrast. Pressing the **Right** navigation button increases the contrast.

STEP 3 Press **Save**.

Setting the Backlight Timer

You can set a timer for your screen backlight so that your LCD screen becomes dark after a specified time when the phone is idle.

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Back Light Timer** and press **Edit**.

STEP 4 Enter the number of seconds before the backlight should shut off after the phone is idle.

STEP 5 Press **OK**.

STEP 6 Press **Save**.

Configuring the Phone Screen Saver

You can enable your phone's screen saver and specify its appearance and the amount of time for the phone to be idle before it begins. Some of these options can be configured from your PC using the IP Phone Web Interface. See "Configuring the Phone Screen Saver," on page 81.

To configure your screen saver:

STEP 1 Press the **Setup** button.

STEP 2 Select **Screen Saver Mode**.

To enable your screen saver:

STEP 1 In **Screen Saver Mode**, Choose **Enable Screen Saver** and press **Edit**.

STEP 2 Press **Y/N** to choose **Yes**.

STEP 3 Press **OK**.

STEP 4 Press **Save**.

To specify the amount of time before the screen saver turns on if your phone is idle:

STEP 1 In **Screen Saver Mode**, choose **Screen Saver Wait Time** and press **Edit**.

STEP 2 Enter the time, in seconds, to wait before the screen saver starts.

STEP 3 Press **OK**.

STEP 4 Press **Save**.

To change your screen saver picture:

STEP 1 In **Screen Saver Mode**, choose **Screen Saver Icon** and press **Edit**.

STEP 2 Press **Option** multiple times to display the choices available until the one you want is displayed. Options are:

- **Background Picture**—Displays your phone's background picture.
- **Station Time**—Overlays the phone's station ID and time onto the picture.
- **Lock**—Overlays a lock graphic onto the picture.
- **Phone**—Overlays a phone graphic onto the picture.
- **Date/Time**—Overlays the date and time onto the picture.

STEP 3 Press **OK**.

Turning on the Screen Saver

To immediately turn on your phone's screen saver:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Screen Saver Mode** and press **Activate**.

Changing the LCD Background Picture

To change the background picture on your phone:

STEP 1 Press the **Setup** button.

STEP 2 Select **GUI Property**.

STEP 3 Choose **Preferred Background Picture** and press **Change**.

STEP 4 Press **Option** to show the choices available for your background picture. Press **Preview** to see each choice.

STEP 5 Press **Save**.

Changing the Phone Menu Color Scheme

You can also change your phone's menu color scheme from your PC using the IP Phone Web Interface. See "Changing the Phone Menu Color Scheme," on page 81.

To change the color scheme of your phone menus:

STEP 1 Press the **Setup** button.

STEP 2 Select **GUI Property**.

STEP 3 Choose **Preferred Menu Color Scheme** and press **Change**.

STEP 4 Press **Option** to show the choices available.

STEP 5 Press **Save**.

Using Ring Tones

Each extension of your phone can have a different ring tone. You can also create your own ring tones.

Changing Your Ring Tone

To change a ring tone:

STEP 1 Press the **Setup** button.

STEP 2 Select **Ring Tone**.

STEP 3 Choose the extension for which to choose a ring tone and press **Change**.

STEP 4 Scroll through the ring tones and press **Play** to play the highlighted ring tone. Press **Select** to choose the highlighted ringtone for that extension.

Creating Your Own Ring Tones

You can create your own ring tones using the Ring Tone Utility that can be downloaded from http://www.cisco.com/go/smallbiz.

You will also need a source file from which to create your ring tone. You must have a .wav file less than 8 seconds in length saved to your computer. You can also use a sound editor to create the file with the following restrictions:

- 16-bit PCM mono
- 8000 samples per second
- less than 6000 ms in length

To create a ring tone and upload it to a phone:

STEP 1 Open the Ring Tone Utility.

STEP 2 Enter the IP address of the phone.

STEP 3 Click **Browse** and navigate to the directory on your computer where the source .wav file is stored. Select the .wav file and click **Open**.

STEP 4 Click **Load Source File**.

STEP 5 Enter a name for the ring tone. This name will appear in the display on the phone. You choose the file name later.

STEP 6 Enter the target. You can have up to two customized ring tones uploaded to the phone.

STEP 7 (Optional) Click **Preview** to preview the ring tone. Click **Options** to change the start or end positions, or to squeeze or stretch the audio.

STEP 8 Click **Upload to Phone** to upload the ring tone to the phone. Click **OK** when the success status message appears.

STEP 9 Close the open Ring Tone Utility windows.

To create a ring tone and save it to a file:

STEP 1 Open the Ring Tone Utility.

STEP 2 Enter the IP address of the user's phone or press **Skip** to create the ring tone and save it as a file.

STEP 3 Click **Browse** and navigate to the directory on your computer where the source .wav file is stored. Select the .wav file and click **Open**.

STEP 4 Click **Load**.

STEP 5 Enter a name for the ring tone. This name will appear in the display on the phone. You choose the file name later.

STEP 6 (Optional) Click **Preview** to preview the ring tone. Click **Options** to change the start or end positions, or to squeeze or stretch the audio.

STEP 7 Click **Save As** to save the file to your computer. Enter the file name and press **Save**.

STEP 8 Close the open Ring Tone Utility windows.

To delete a ring tone from a phone:

STEP 1 Open the Ring Tone Utility.

STEP 2 Enter the IP address of the phone.

STEP 3 Click the **Delete** button next to the ring tone you want to delete.

STEP 4 Click **OK**.

STEP 5 Close the open Ring Tone Utility windows.

Accessing Stock Quotes, Traffic, and News on Your Phone

You can access some pre-configured stock, traffic, and news web services on your IP phone (if enabled by your system administrator). To access these services:

STEP 1 Press the **Setup** button.

STEP 2 Select **Web Service**.

STEP 3 Select the type of service:

- **Stock Quote**—Enter a stock quote symbol and press OK.
- **Traffic**
- **News** (Local, World, Finance, Sports, Politics)

STEP 4 Press **Update** to refresh your stock quote or traffic and news in these menus. Press **Detail** to see more information about a selected item.

Configuring Date and Time Parameters on Your Phone

Setting Your Phone's Date and Time

The date and time for your phone normally come from the phone server. However, if you need to change some date and time parameters, you can follow these steps:

STEP 1 Press the **Setup** button.

STEP 2 Select **Time/Date**.

STEP 3 Enter the date in the following format: mm*dd*yy (this will display as m/d).

STEP 4 Enter the time in the following format: hh*mm*ss (this will display as (h:mm).

STEP 5 If the time does not display am (a) or pm (p) correctly, adjust with Offset. To change from a.m. to p.m., enter *12*00*00, to change from p.m. to a.m., enter #12*00*00.

STEP 6 Press **Save**.

You can set just one of these choices, if necessary.

Choosing the Time Format for Your Phone (12 or 24 Hour)

To choose the time format for your phone:

STEP 1 Press the **Setup** button.

STEP 2 Choose **Time Format** and press **Edit**.

STEP 3 Press **Option** to choose between 12-hour (for example, 2:00 p.m.) and 24-hour (for example, 14:00).

STEP 4 Press **OK**.

STEP 5 Press **Save**.

Choosing the Date Format for Your Phone

To choose the date format for your phone:

STEP 1 Press the **Setup** button.

STEP 2 Choose **Date Format** and press **Edit**.

STEP 3 Press **Option** to choose between month/day and day/month.

STEP 4 Press **OK**.

STEP 5 Press **Save**.

Using Star Codes

Your IP phone can support numerous “star codes” to access phone supplementary services. These codes, which start with *, are entered before dialing a telephone number and provide services. For example, to block caller ID (star code 67), you would dial *67, followed by the telephone number you are calling.

Following is a list of commonly-used star codes. Some star codes may not be available to you; consult your system administrator for more information.

Code	Definition
16	Activate Secure Call feature for all calls.* See Using Secure Call, page 59.
17	Deactivate Secure Call feature for all calls.* See Using Secure Call, page 59.
18	Activate Secure Call feature for a single call.* See Using Secure Call, page 59.
19	Deactivate Secure Call feature for a single call.* See Using Secure Call, page 59.
36	Pick up a call at another extension.* See Picking Up a Call, page 50.
37	Pick up a group call.* See Picking Up a Call, page 50.
38	Park a call.* See Parking a Call, page 50.
39	Unpark a call.* See Parking a Call, page 50.
56	Activate call waiting. See Turning Call Waiting On and Off, page 49.
57	Deactivate call waiting. See Turning Call Waiting On and Off, page 49.
66	Activate Call Back. Causes the IP phone to repeatedly dial a busy number until the called party rings or answers. The IP phone then alerts you that the call has gone through.
67	Block Caller ID. See Blocking Caller ID, page 58.
68	Unblock Caller ID. See Blocking Caller ID, page 58.
69	Calls the last number that called your phone.

Code	Definition
70	Deactivate call waiting for a single call. See Turning Call Waiting On and Off, page 49.
71	Activate call waiting for a single call. See Turning Call Waiting On and Off, page 49.
72	Activate Call Forward All. See Forwarding Calls, page 45.
73	Deactivate Call Forward All. See Forwarding Calls, page 45.
77	Activate anonymous call blocking. See Blocking Anonymous Calls, page 58.
78	Activate Do Not Disturb. See Setting Do Not Disturb, page 48.
79	Deactivate Do Not Disturb. See Setting Do Not Disturb, page 48.
86	Deactivate Call Back.
87	Deactivate anonymous call blocking. See Blocking Anonymous Calls, page 58.
90	Activate Call Forward Busy. See Forwarding Calls, page 45.
91	Deactivate Call Forward Busy. See Forwarding Calls, page 45.
92	Activate Call Forward No Answer. See Forwarding Calls, page 45.
93	Deactivate Call Forward No Answer. See Forwarding Calls, page 45.
96	Page an extension.** See Using the Paging Feature, page 61.
98	Perform a blind transfer. Transferring Calls, page 42.

*Requires that your IP phone be part of a Cisco SPA9000 Voice System network.

**Requires that the paged extension be part of a Cisco SPA9000 Voice System network.

Advanced Procedures for Technical Support Personnel

CAUTION These menus are used to configure and troubleshoot your phone and the phone network. You should not change these settings or perform these actions unless directed to do so by your Administrator.

To access advanced menus:

STEP 1 Press the **Setup** button.

STEP 2 Choose from the following options:

- Network: This setting is to configure and troubleshoot the network. You should not change this settings unless directed to by your Administrator as this can seriously alter your phone's functions.
- Product Info: This setting displays the product name, serial number, software version, hardware version, MAC address and Client Certificate.
- Status: This setting displays the status of the phone, extension and line buttons.
- Reboot: See Rebooting Your Phone, page 73.
- Restart: Restarts your phone.
- Factory Reset: Resets your phone to the factory default settings.

IMPORTANT: If you choose factory reset, you will return the phone to the original factory settings and will erase ALL current settings, including the directory and call logs. It is also possible that your phone extension will change.

- Custom Reset: Resets your phone to the latest customization profiles.
- Language: Changes the language on your phone (subject to availability and configuration by your system administrator).

Rebooting Your Phone

This setting is to configure and troubleshoot the network. You should not change this settings unless directed to by your Administrator as this can negatively affect your phone's function.

To reboot your phone:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Reboot** and press **Select**.

STEP 3 Press **OK**.

5

Using the Web Interface

Your Cisco IP Phone provides a web interface to the phone that allows you to configure some features of your phone using a web browser. This chapter contains the following sections:

- Logging in to the Web Interface, page 75
- Setting Do Not Disturb, page 75
- Configuring Call Forwarding, page 76
- Configuring Call Waiting, page 76
- Blocking Caller ID, page 77
- Blocking Anonymous Calls, page 77
- Using Your Personal Directory, page 77
- Viewing Call History Lists, page 78
- Creating Speed Dials, page 79
- Accepting Text Messages, page 79
- Adjusting Audio Volume, page 80
- Changing the LCD Contrast, page 80
- Changing the Phone Menu Color Scheme, page 81
- Configuring the Phone Screen Saver, page 81

Logging in to the Web Interface

STEP 1 Obtain the IP address of your phone by pressing the **Setup** button and selecting **Network**. Note the **Current IP address**.

STEP 2 On your PC, open Internet Explorer.

STEP 3 Enter the IP address in the browser's toolbar.

STEP 4 The **Info** page of the IP Phone Web Interface displays.

The web interface has several different tabs. The tabs that allow you to configure options on your phone are the **Phone** and **User** tabs. Click the tab names to switch between these tabs.

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

To set Do Not Disturb:

STEP 1 Log in to the web interface.

STEP 2 In the **User** tab, under **Supplementary Services**, locate the **Do Not Disturb** field.

STEP 3 Choose **Yes** to turn on **Do Not Disturb**.

STEP 4 At the bottom of the page, click **Submit All Changes**.

NOTE: You can turn off Do Not Disturb from your phone or from the web interface.

Configuring Call Forwarding

STEP 1 Log in to the web interface.

STEP 2 In the **User** tab, under **Call Forward**, you can configure the following fields:

- **CFWD All Dest**—Forwards all calls to a single number that you enter.
- **CFWD Busy Dest**—Forwards all calls to another number when the phone is busy. Enter the number to which to forward calls.
- **CFWD No Ans Dest**—Forwards calls to another number if there's no answer at your phone. Enter the number to which to forward calls.
- **CFWD No Ans Delay**—Number of seconds to delay forwarding calls, if there is no answer at your phone. Enter the number of seconds to delay.

STEP 3 At the bottom of the page, click **Submit All Changes**.

Configuring Call Waiting

Call waiting alerts you when you are on a call with a status message and ringing that another call is incoming. If you turn call waiting off, incoming calls do not ring your phone if you are on another call, and the caller hears a busy signal or message.

To turn call waiting on or off:

STEP 1 Log in to the web interface.

STEP 2 In the **User** tab, under **Supplementary Services,** locate the **CW Setting** field.

STEP 3 Choose **yes** or **no** to enable or disable.

STEP 4 At the bottom of the page, click **Save All Settings**.

Blocking Caller ID

You can block Caller ID from your phone so that your phone number will not appear to the person you call.

To block Caller ID:

STEP 1 Log in to the web interface.

STEP 2 In the **User** tab, under **Supplementary Services,** locate the **Block CID Setting** field.

STEP 3 Choose **yes** or **no** to enable or disable.

STEP 4 At the bottom of the page, click **Save All Settings**.

Blocking Anonymous Calls

Blocking anonymous calls prevents calls with unknown Caller ID from ringing your phone. (For example, if a caller set his phone to not display Caller ID, the call is considered anonymous.) These callers receive a busy signal or message.

To block anonymous calls:

STEP 1 Log in to the web interface.

STEP 2 In the **User** tab, under **Supplementary Services,** locate the **Block ANC Setting** field.

STEP 3 Choose **yes** or **no** to enable or disable.

STEP 4 At the bottom of the page, click **Save All Settings**.

Using Your Personal Directory

Your IP phone provides a phone directory for you to store and view frequently dialed numbers. This directory appears on your phone, and you can dial numbers from the directory.

To view and edit your personal directory:

STEP 1 Log in to the web interface.

STEP 2 In the upper right corner of the page, click **Personal Directory**. A window appears with the Personal Directory listings for your phone.

To enter a new item into the directory:

STEP 1 select the line and enter the information in the following format:

n=Marketing;p=5045551212

where “n=” indicates the name for the entry and “p=” indicates the phone number (including area code).

STEP 2 At the bottom of the page, click **Submit Changes**.

Viewing Call History Lists

To view Call History Lists:

STEP 1 Log in to the web interface.

STEP 2 In the upper right corner of the page, click **Call History**. A window appears with the call history lists for your phone. These include:

- **Redial List**—Shows the last 60 numbers dialed from your phone.
- **Answered Calls**—Shows the caller ID of the last 60 answered calls.
- **Missed Calls**—Shows the last 60 missed calls.

Click the tab for each list to view it.

Creating Speed Dials

You can configure up to 8 speed dials. Each speed dial can be a phone number, IP address or URL.

To create or edit a speed dial:

STEP 1 Log in to the web interface.

STEP 2 In the **User** tab, under **Speed Dial,** enter the speed dial numbers you want to create or edit.

STEP 3 Click **Submit All Changes**.

Accepting Text Messages

Your phone can accept text messages from some IP phones or services.

To accept text messages from other IP phones:

STEP 1 Log in to the web interface.

STEP 2 In the **User** tab, under **Supplementary Services,** in the **Text Message** field, choose **yes**.

STEP 3 Click **Submit All Changes**.

To accept text messages from a third party:

STEP 1 Log in to the web interface.

STEP 2 In the **User** tab, under **Supplementary Services,** in the **Text Message from 3d Party** field, choose **yes**.

STEP 3 Click **Submit All Changes**.

Adjusting Audio Volume

STEP 1 Log in to the web interface.

In the **User** tab, under **Audio Volume**, you can adjust the following settings:

- Ringer Volume
- Speaker Volume
- Handset Volume
- Headset Volume

Enter a volume between 1 and 10, with 1 being the lowest.

STEP 2 Click **Submit All Changes**.

Changing the LCD Contrast

STEP 1 Log in to the web interface.

In the **User** tab, under **Audio Volume**, you can adjust the LCD contrast by entering a number between 1 and 10, with 1 being low contrast.

STEP 2 Click **Submit All Changes**.

Changing the Phone Menu Color Scheme

To change the color of phone menus:

STEP 1 Log in to the web interface.

In the **User** tab, under **Phone GUI Menu Color Settings**, you can choose a different color scheme.

STEP 2 Click **Submit All Changes**.

Configuring the Phone Screen Saver

To configure the phone screen saver:

STEP 1 Log in to the web interface.

In the **Phone** tab, under **General**, you can configure the following:

- Screen Saver Enable: Turns the screen saver on and off.
- Screen Saver Wait: The number of seconds that the phone is idle before the screen saver starts.
- Screen Saver Icon: The display type:
  - A background picture.
  - The station time in the middle of the screen.
  - A moving padlock icon. When the phone is locked, the status line displays a scrolling message “Press any key to unlock your phone.”
  - A moving phone icon.
  - The station date and time in the middle of the screen.
  - A blank “power save” screen.

STEP 2 Click **Submit All Changes**.

6

Using the SPA932 Attendant Console

The SPA932 is a 32-button attendant console for the SPA962, providing access to 32 extensions. Two SPA932 units can be attached to a single SPA962 to monitor a total of 64 separate lines.

Your system administrator must program the lines on the SPA932 to correspond to the appropriate phone extensions in your network. (For more information on programming the SPA932, see the *Cisco Small Business SPA and Wireless IP Phone Administration Guide*.)

After the SPA932 is configured, you can perform the following tasks:

- Monitor an extension
- Speed dial an extension with a single button push
- Transfer a call to an extension with a single button push
- Pick up a call at an extension with a single button push

Monitoring an Extension

A line button on the SPA932 can be assigned to monitor an extension. The LED lights indicate the status of the monitored extension. (These colors can vary, but the typical configuration follows.)

- **Green**: Line is idle.
- **Red** (steady): Line is active or in use.
- **Red** (blinking): Line is ringing.
- **Orange** (solid): Line is unregistered (cannot be used).
- **Orange** (blinking): Line is not configured properly.

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Speed Dialing an Extension

To speed dial an extension, push the line button. No further action is required.

Transferring a Call

To transfer a call to an extension, push the green line button on the SPA932 for that extension. The call is automatically transferred .

Picking Up a Call

To pick up a call ringing at another extension, push the flashing red line button on the SPA932 for that extension. No further action is required.

A

Additional Information

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information for this product is available on Cisco.com at the following location:

www.cisco.com/go/smallbiz

Warranty

Warranty information that applies to this product is available on Cisco.com at the following location:

www.cisco.com/go/smallbiz

End User License Agreement (EULA)

Licensing information that applies to this product is available on Cisco.com at the following location:

www.cisco.com/go/eula

Support Contacts

Support contact information for this product is available on Cisco.com at the following location:

www.cisco.com/go/support

B

Where to Go From Here

Cisco provides a wide range of resources to help you obtain the full benefits of your IP phone.

Product Resources

Website addresses in this document are listed without **http://** in front of the address because most current web browsers do not require it. If you use an older web browser, you may have to add **http://** in front of the web address.

Resource	Link
Cisco Partner Central (requires partner registration and login)	www.cisco.com/web/partners/sell/smb/
Cisco Small Medium Business Product Information	www.cisco.com/go/smallbiz

Related Documentation

The following table describes related documents that Cisco provides to help you use your IP Phone.

These documents and more are available at www.cisco.com/go/smallbiz.

Document Title	Description	Intended Audience
Cisco Small Business SPA and Wireless IP Phone Administration Guide	Administration and advanced configuration of your IP Phone.	System Administrators, VARs, and Service Providers
Cisco SPA9000 Voice System Setup Wizard User Guide	Installation of your SPA9000 voice system and SPA IP phones using the setup wizard.	System Administrators, VARs, and Service Providers